

**FORTINET®**



# FortiExtender 20D, 40D

QuickStart Guide



January 09, 2018

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La reistrazione ti permette di usufruire di:

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## 登録のお願い

本日、フォーティネット製品の登録をしてください。

登録すると次のメリットがあります。

テクニカルサポート・新機能の追加・新しい脅威への防御

## 请马上注册

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您在注册以后才能得到技术支持、新产品特点信息、最新威胁防护

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Toll free: 1 866 648 4638

Phone: 1 408 486 7899

Fax: 1 408 235 7737

Email: [register@fortinet.com](mailto:register@fortinet.com)

# Box Includes

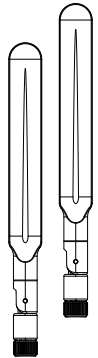
FEX-20D or FEX-40D



USB Extension Cable  
(FEX-20D only)



Antennas  
(FEX-40D only)

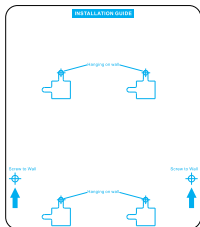


2 Micro/Nano to Mini  
SIM card adapter sets  
(FEX-40D only)

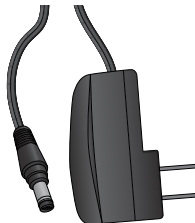


Mount Kit

- 1 Drill template
- 2 Self-tap anchors and long screws
- 2 Small assembly screws (FEX-20D)



Power Adapter  
(Optional Accessory)



QuickStart Guide

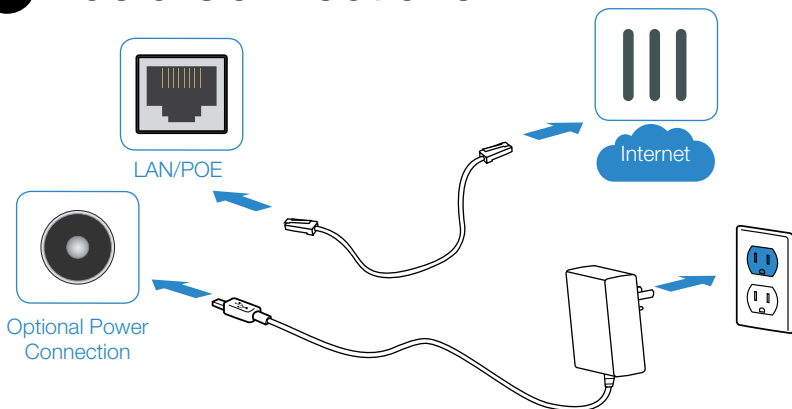


\* Images are a representation of items in the box.

# Initial Setup and Installation

1. Connect the device to the network.
2. Assemble the hardware.
3. Configure the device.
4. Mount the device.

# 1 Basic Connections



1. Connect the modem or SIM card:  
FEX-20D: Insert your 3G/4G modem into the USB port on the device either directly or using the provided USB extension adapter.  
FEX-40D: Insert your 3G/4G LTE SIM card(s) into the ports labeled SIM1 and SIM2.
2. Insert the provided Ethernet cable into the LAN/POE port on the device.
3. Insert the other end of the Ethernet cable into the PoE LAN port on your FortiGate appliance. FortiGate and FortiExtender must be on the same subnet.
4. Optionally, if you are not using PoE, connect the device to a power outlet using the optional power adapter.

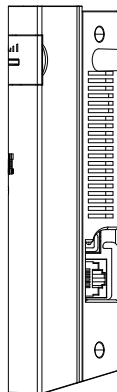
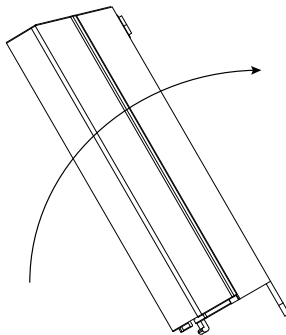
**Warning:** Adequate grounding must be provided to the PoE injector of the FortiExtender unit if required, in compliance with your local electrical code or regulations.

This device complies with IEEE 802.3af PoE specification. Do not use a PoE injector that is not IEEE 802.3af compliant as it might damage your device.

## 2 Assembly

### FEX-20D

1. Insert a supported 3G/4G modem into the USB port on the device either directly or using the provided USB extension adapter.
2. Attach the cover:
  - a. Insert the front tabs.
  - b. Align the front lip.
  - c. Tilt back and secure the cover with two machine screws.

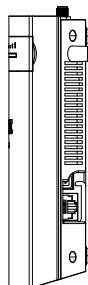
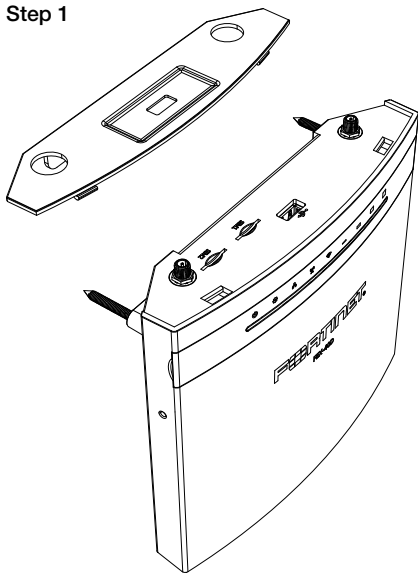


**Note:** For the latest FortiExtender USB modem compatibility matrix please visit:  
<http://docs.fortinet.com/d/modem-compatibility-matrix>

## FEX-40D

1. Remove the dust cover that protects the SIM ports and fits over the antenna posts.
2. Insert your 3G/4G LTE SIM card(s) into the SIM ports. A Micro/Nano to Mini SIM card adapter is provided. Observe these guidelines:
  - If you install one SIM card, it can be inserted in either SIM port.
  - If you install two SIM cards, SIM1 is the primary port and SIM2 is the secondary.
3. Press the SIM card in slot 1 as primary and slot 2 for backup link. Press again to remove.
4. Reattach the cover and then attach the antennas.

### Step 1



### Step 4



## 3 Configuration

### Configuring an IP address

After you have connected the FortiExtender network interfaces, the device automatically attempts to obtain an IP address from a DHCP server. If you do not use DHCP, you can configure a static IP address.

To configure a static IP address:

1. Use a network cable to connect the FortiExtender WAN/POE port to the Ethernet port of your laptop.
2. Configure the laptop to be on the same subnet as FortiExtender by changing the laptop IP address to 192.168.1.1 and the netmask to 255.255.255.0.
3. Open the laptop web browser to the default FortiExtender web UI address `http://192.168.1.2`.
4. In both the username and password fields, type **admin** and press Enter.
5. Go to Network Configuration.
6. For address mode, select **Static**.
7. Specify the IP address, netmask, and gateway; and then click **APPLY**.

The screenshot shows the 'Network Configuration' page of the FortiExtender web interface. At the top right, there are 'REFRESH' and 'APPLY' buttons. The main configuration area is a table with two columns. The first column contains labels for configuration fields, and the second column contains the current values or options.

|                            |  |
|----------------------------|--|
| Address Mode               | <input checked="" type="radio"/> Static <input type="radio"/> DHCP |
| Default Local IP Address   | 192.168.1.2  |
| Default Local Network Mask | 255.255.255.0  |
| Default Gateway IP         | 192.168.1.1  |

## Updating FortiExtender firmware

You can find the version of the installed firmware on the FortiExtender web UI home page.

| General          |   | REFRESH |
|------------------|---|---------|
| Host Name        | FXT02D4N15000007 <a href="#">[Change]</a>         |         |
| Serial Number    | FXT02D4N15000007                                  |         |
| Region Code      |   |         |
| Firmware Version | FortiExtender-20D v3.0.build0051,151208 (Interim) |         |
| System Time      | Wed Dec 9 00:15:31 UTC 2015                       |         |
| Uptime           | 19 min(s)   |         |

Fortinet periodically updates FortiExtender firmware. Check the Fortinet Customer Service & Support website at <https://support.fortinet.com> to see if updates are available. If the support site firmware download page shows a newer version than the one displayed on the FortiExtender web UI home page, read the release notes and download the firmware.

To install and boot the new firmware:

1. Go to Firmware Upgrade.
2. Select **Extender**.
3. Use the controls to browse, select, and upload the firmware file.  
When you click the upload icon (up arrow), the file is uploaded and the upgrade is initiated. A green success message is displayed when the process is complete.
4. Click **RESTART NOW** to boot the newly installed firmware.

Firmware Upgrade

Extender

Browse... FEXT\_20D-v3.0.0-build0051.out

✓Firmware has been successfully upgraded!  
Do you want to restart system now?

RESTART NOW RESTART LATER

**Note:** You can also use the CLI to upgrade FortiExtender firmware, or you can upgrade a FortiGate-managed FortiExtender unit from the FortiGate management web UI. For details, see the FortiExtender release notes.

## Updating SIM firmware (FEX-40D)

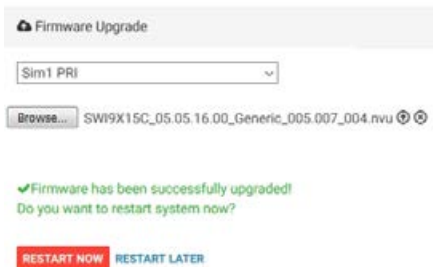
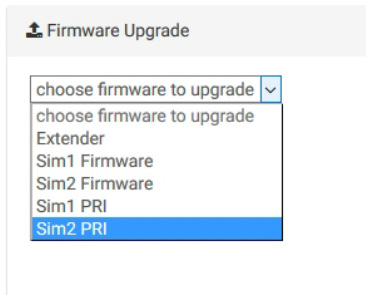
The firmware installed in the factory supports AT&T and Verizon 3G/4G LTE SIM cards. If you have a SIM card for a different ISP, you can use the FortiExtender CLI or web UI to update the firmware. Check the Fortinet Customer Service & Support website to see if a firmware package is available for your ISP's SIM card.

Before you begin:

You must download the appropriate firmware to your laptop. Depending on the package you download and the instructions from your ISP, you might need to install a firmware file, a carrier provisioning file (PRI), or both.

To install and boot the new firmware:

1. Go to Firmware Upgrade.
2. Select **SIM1 Firmware** or **SIM2 Firmware** to update the firmware for respective slot.
3. Use the controls to browse, select, and upload the firmware file. When you click the upload icon (up arrow), the file is uploaded and the upgrade is initiated. A green success message is displayed when the process is complete.
4. Select **SIM1 PRI** or **SIM2 PRI** to upload the carrier provisioning file for the respective slot.
5. Click **RESTART NOW** to boot the newly installed firmware.



## Managing the FortiExtender device with FortiGate

FortiExtender requires no user configuration in most networks. Once linked, FortiGate can automatically control the FortiExtender device and its modem via a CAPWAP tunnel.

To manage the FortiExtender device with FortiGate:

1. By default, configuration options for FortiExtender are hidden in the FortiGate web UI.

Use the following commands to enable it:

```
config system global
    set fortiextender enable
    set wireless-controller enable
end
```

2. Use the following commands to allow CAPWAP on the port to which the FortiExtender unit is connected:

```
config system interface
    edit [port]
        set allowaccess capwap
    end
```

3. In the FortiGate web UI, go to System > Network > FortiExtender to display the status and configuration page.
4. In the Administrative Status row, click **Authorize**.
5. After the device has been authorized, you can use FortiGate to monitor its status and configure its settings. For details, see the *FortiOS Handbook*.

The screenshot displays the FortiGate web UI for the FortiExtender Configuration page. The left sidebar shows the navigation menu with 'System' selected. The main content area is divided into two sections: 'Primary' and 'Secondary' (labeled as 'Take Primary').

**Primary Configuration:**

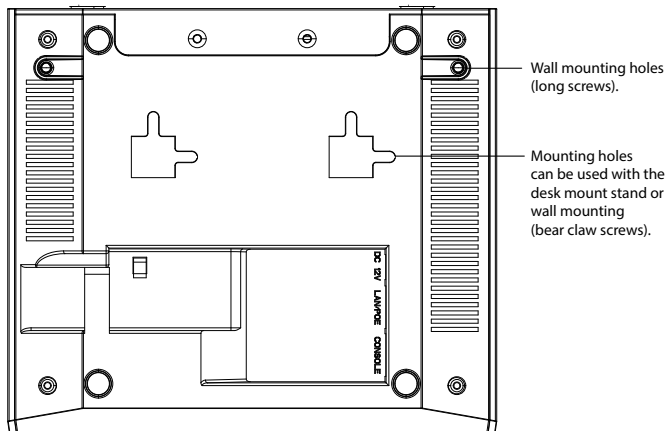
- Serial Number: FX1004313000023
- Model: FX1004
- Administrative Status: Authorized [Deauthorize]
- Link Status: Up [Details]
- MAC Address: 00:00:00:00:00:00
- IP Address: 192.168.100.126
- OS Version: FX1004-v1.0-bulk001
- Network: Verizon LTE
- Data Usage: Current Usage: 0.0 of 4.00 GB (0.00%)
- Last Month Usage: 0.0 of 4.00 GB (0.00%)
- Buttons: [Configure Settings] [Diagnostics]

**Secondary Configuration:**

- Serial Number: FX1008213000003
- Model: FX1008
- Administrative Status: Authorized [Deauthorize]
- Link Status: Up [Details]
- MAC Address: 8:30:4a:54:8
- IP Address: 192.168.100.110
- OS Version: FX1008-v1.0-bulk001
- Network: LTE
- Data Usage: Current Usage: 0.0 of 4.00 GB (0.00%)
- Last Month Usage: 0.0 of 4.00 GB (0.00%)
- Buttons: [Configure Settings] [Diagnostics]

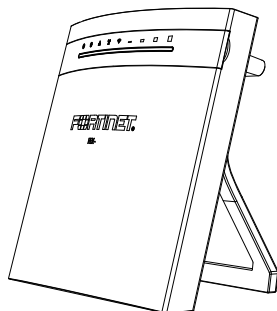
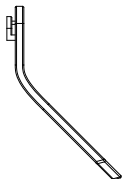
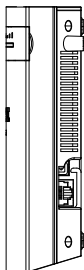
## 4 Mounting

The unit is designed for placement near a window (desk or wall mount) to achieve the best 3G/4G signal.



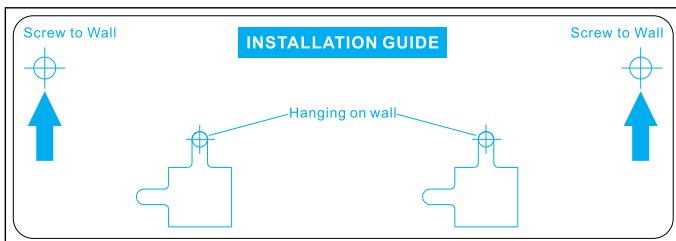
### To use the stand

1. Attach the stand bracket to the mounting holes on the back of the FortiExtender unit.
2. Set the unit upright.

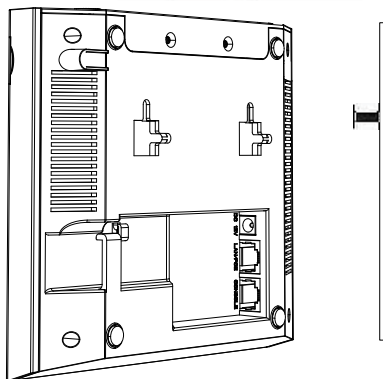
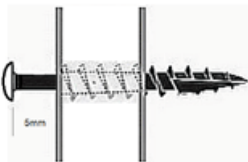


# To hang on a wall with screws

1. Tape the drill template sticker to the wall in the desired location.



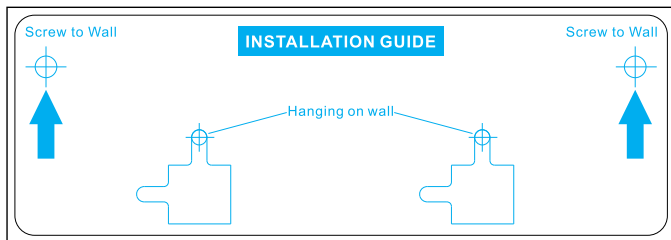
2. Use the template to mark and drill the pilot holes.
3. Insert the anchors into the holes.
4. Insert the screws into the anchors and tighten, but not all the way—leave around a 5mm gap between the screw head and the wall.
5. Position the device so the mounting holes line up with the screws.
6. Place the mounting slots over the screws and slide the device down until the screws fit into slots.



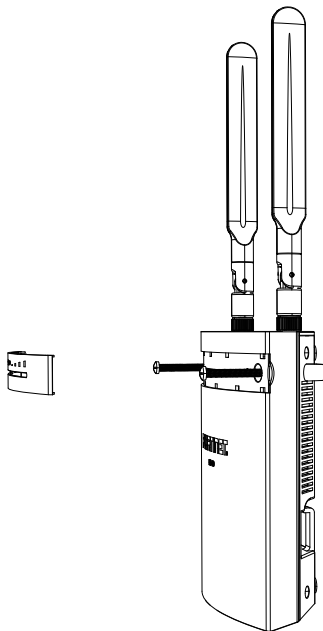
**Tip:** Use bear claw screws. The screw heads of bear claw screws have a built-in gap that fits well with the hanging holes. You can purchase bear claw screws from a local or online hardware store.

# To screw to a wall with long screws

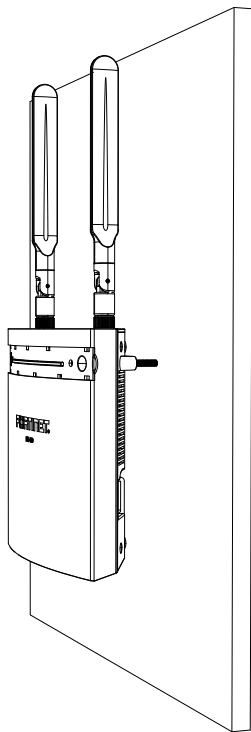
1. Tape the drill template sticker to the wall in the desired location.



2. Use the template to mark and drill the pilot holes.
3. Insert the anchors into the holes.
4. Snap off the plastic cover over the LEDs on the front to reveal the long screw holes.
5. Insert the long screws through the device from front to back.



6. Insert the long screws into the anchors on the wall and tighten.
7. Replace the plastic cover over the LEDs on the front.



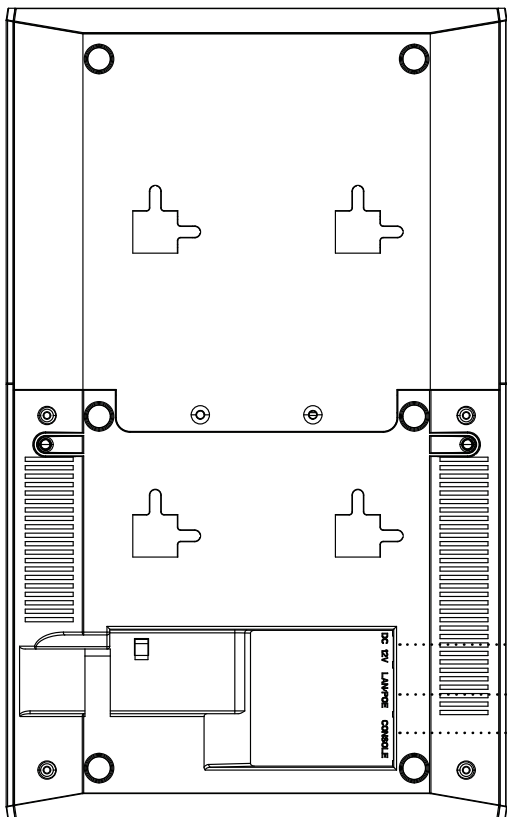




1

### 1. USB

USB-A port for 3G/4G modem.



### 2. Reset Button

Press and hold to reset the system to the factory defaults

### 3. Power

12V DC, 1.25A power adapter connection. Optional.

### 4. LAN/POE

RJ-45 port, 10/100/1000 Ethernet, PoE-PD enabled, 802.3af/at compliant, (15.4W).

### 5. Console

RJ-45 port.

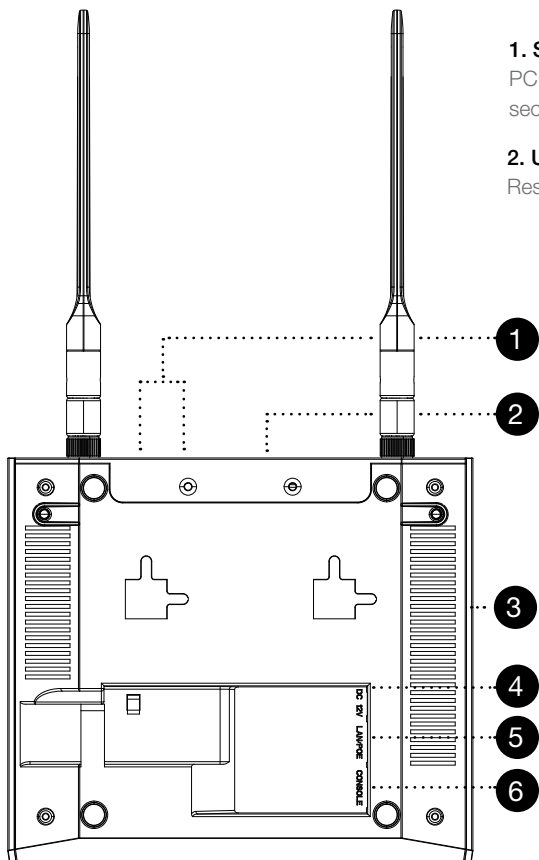
2

3

4

5

FEX-20D



### 1. SIM1, SIM2

PCIe ports for primary and secondary 3G/4G LTE SIM cards.

### 2. USB

Reserved for future use.

### 3. Reset Button

Press and hold to reset the system to the factory defaults

### 4. Power

12V DC, 1.25A power adapter connection. Optional.

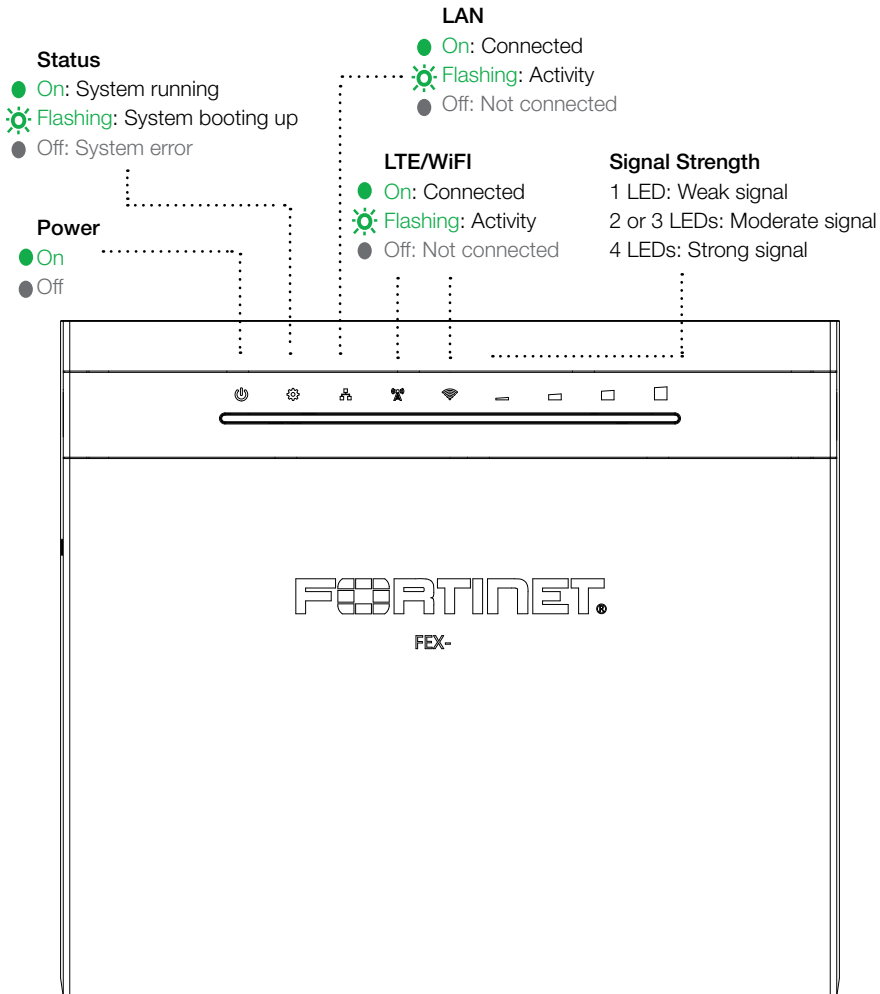
### 5. LAN/POE

RJ-45 port, 10/100/1000 Ethernet, PoE-PD enabled, 802.3af/at compliant, (15.4W).

### 6. Console

RJ-45 port

**FEX-40D**



## Cautions and Warnings (FEX-20D)

### Environmental specifications

Ambient operating temperature: 40°C

*Refer to specific Product Model Data Sheet for Environmental Specifications (Operating Temperature, Storage Temperature, Humidity, and Altitude).*

*Référez à la Fiche Technique de ce produit pour les caractéristiques environnementales (Température de fonctionnement, température de stockage, humidité et l'altitude).*

### Safety

**Caution:** This equipment is to be used in a Network Environment 0 per IEC/EN 62101. This product is connected only to PoE networks without routing to the outside plant.

**Attention:** Ce matériel doit être utilisé dans un Environnement Réseau 0 par IEC/EN 62101. Ce produit est uniquement connecté aux réseaux PoE sans installation externe de routage.

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked LPS or Class 2 and rated 12 Vdc, 2 A or by 48 Vdc from PoE source.

Le produit doit être alimenté par un bloc d'alimentation à courant continu homologué UL de 12 Vdc, 2 A nominal marqué LPS ou Class 2 ou par une source d'alimentation par Ethernet de 48 Vdc (PoE).

## Regulatory Notices (FEX-20D)

### Federal Communication Commission (FCC) – USA

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and  
(2) this device must accept any interference received; including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.  
Increase the separation between the equipment and receiver.  
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.  
Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

### Industry Canada Equipment Standard for Digital Equipment (ICES) – Canada

CAN ICES-3 (B) / NMB-3 (B)

### European Conformity (CE) – EU

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.



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Ambient operating temperature: 40°C

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- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### Industry Canada Equipment Standard for Digital Equipment (ICES) – Canada

CAN ICES-3 (B) / NMB-3 (B)

### Industry Canada (IC RSS) – Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

## European Conformity (CE) – EU

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.



## Simplified EU Declaration of Conformity

This declaration is only valid for Fortinet products (including, combinations of software, firmware and hardware) provided by Fortinet or Fortinet's authorized partners to the end-customers directly for use within the EU or countries that have implemented the EU Directives and/or spectrum regulation. Any Fortinet products not obtained directly from Fortinet or Fortinet's authorized partners may not comply with EU Directives and Fortinet makes no assurances for such products.

### Български

Този продукт е в съответствие с Директива 2014/53/ЕС.

### Česky

Tento produkt je v souladu se směrnicí 2014/53/EU.

### Dansk

Dette produkt er i overensstemmelse med direktiv 2014/53/EU.

### Deutsch

Dieses Produkt entspricht der Richtlinie 2014/53/EU.

### Eesti

See toode vastab direktiivile 2014/53/EU.

### English

This product is in compliance with Directive 2014/53/EU.

### Español

Este producto cumple con la Directiva 2014/53/UE.

### Ελληνική

Το προϊόν αυτό συμμορφώνεται με την Οδηγία 2014/53/ΕΕ.

### Français

Ce produit est conforme à la Directive 2014/53/UE.

### Hrvatski

Ovaj proizvod je u skladu s Direktivom 2014/53/EU.

### Italiano

Questo prodotto è conforme alla Direttiva 2014/53/UE.

### Latviski

Šis produkts atbilst 2014/53/EU Direktīvu.

### Lietuvių

Šis gaminys atitinka direktyvą 2014/53/ES.

### Malti

Dan il-prodott huwa konformi mad-Direttiva 2014/53/UE.

### Magyar

Ez a termék megfelel a 2014/53/EU irányelvnek.

### Nederlands

Dit product is in overeenstemming met Richtlijn 2014/53/EU.

### Norsk

Dette produktet er i samsvar med direktiv 2014/53/UE.

### Polski

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Tämä tuote on direktiivin 2014/53/EU mukainen.

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Note: The full declaration of conformity for this product is available in the link below:

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